

Vehicle Snapshot

VIN: N3234540

Vehicle Inquiry Report



Vehicle Information		Other Attributes		Sales Information	
VIN: N3234540	Trim: Wilderness	Last Updated: 4.00 Miles:		Sales Date: 5/5/2022	
Carline: Outback	Exterior Color: AG4	Production Date: 4/14/2022		Retail Delivery Date: 5/3/2022	
Model Year: 2022	Interior Color: GS2	Warranty Start Date: 5/3/2022		Sale Type: A	
Model Code: NDI	Option Code: 22	Status: Retail		Sales Order Type: Wholesale	
Description: (NDI 22 C AG4) 2022 Outback Wilderness	Option Description: Power Moonroof + 11.6 inch Multimedia Navigation System + Reverse Automatic Braking	Manually Created: N		SOA Demo: N	
VIN Source: NULL	Engine: 2.40	Created By: CRM Inbound Prod		Dealer Demo: False	
Full VIN: 4S4BTGUD6N3234540	Engine #: S876193	Last Updated Date: 4/3/2024 10:35 AM		Fleet Flag: N	
Product Name: NDI-22-C-AG4	Transmission: CVT	Last Updated Source: Pref Ret Service		Company:	
Disposal Date:	Transmission #: 1585311	Carrier Code: -403-----			
	Body Style: Wagon	Foreign VIN: N			
	Ignition Key: 90424				
	Spec: C				
	Turbo Indicator: Y				

Dealer Information

Allocated: Terry Subaru	Selling: Terry Subaru
Dealer #: 040232	Dealer #: 040232
Region: 050	Region: 050
Zone: 02	Zone: 02
District: 03	District: 03

Vehicle Snapshot

VIN: N3234540

CAD Case



SUBARU.

Information

Case #: 221117-1500270

Status

Source Phone

Created Date 11/17/2022 10:56 AM

Created By Fruitisha Grissom

Last Modified Date 11/23/2022 7:53 PM

Last Modified By Alicia Jones

Last Name Burnett

First Name Margaret

Primary Phone

Case Owner Alicia Jones

Closed By Alicia Jones

Description Designed to have the best traction possible at any given time, driving on consistently hard and winding roads as well as varying road conditions will determine when the traction control is engaged
She may proceed as she sees fit, everything has been documented on record
We trust our trained technicians and field engineers
FSE looked at the veh and determined no repair needed at this time

VIN N3234540

Year

Model

Case Mileage 7928

Manufactured 4/14/2022

Retailer # 040232

Retailer Name Terry Subaru

Region 050

Zone 02

District 03

Address

Primary Address 2259 Waugh Switch Rd

City Big Island

State VA

Zip Code 24526-3293

Created By CRM Inbound Prod

Created Date 5/5/2022 11:04 AM

Last Modified By Cleanse Application PROD

Last Modified Date 7/22/2022 5:51 AM

Case Topic

Type Traction Control/Anti-lock

Last Modified Date 11/23/2022 7:53 PM

Created Date 11/23/2022 7:53 PM

Area Vehicle

Last Modified By Alicia Jones

Created By Alicia Jones

Sub-Area Brakes

TREAD Automatic Brake Controls

Vehicle Snapshot

Note

Date Created 11/17/2022 11:06 AM

Created By Fruitisha Grissom

Customer called regarding her vehicle, customer informed me she has been having continuous issues with her traction control feature on her vehicle. Customer informed me when she goes around a curve, the traction control light flashes on her dashboard. The car then slows down and it grinds and jerks. Customer informed me she took it to the retailer and was informed everything looked normal, and it may be a

Note software glitch, but there's nothing they can do about it. Customer stated she needs Subaru assistance, with fixing the issue. I confirmed customer information, I informed her I will send her case to a specialist for review. Informed her once reviewed, a specialist will give her a call back within 48 business hours to assist him. Customer understood, a case number was provided, she Thanked me for my assistance, we ended the call.

Note

Date Created 11/18/2022 1:21 PM

Created By Alicia Jones

Rtr Notes

"Tech duplicated traction control operation that can be felt and heard when driving around turns on winding roads. VDC slip light illuminated on combo meter during each event."

Note

No SAS
OG owner
Still under warranty

Note

Date Created 11/22/2022 2:49 PM

Created By Jasmine Williams

Vehicle Snapshot

Cust called in for a status update on the case.

Informed cust that the case was escalated to CM: Alicia, and it appears she does have an update on the case.

Advised cust that CM spoke with the Rtlr last week and was informed by the FSE that the vehicle is operating as designed and they were unable to determine a concern to provide a resolution.

Cust responded and states their evaluation is not acceptable, going on to explain that she spent \$40k on a brand new VEH and it's absolutely horrific!

Advising that while driving the VEH it often jerks and slows itself down and she has children in the VEH and doesn't feel safe.

Cust states it's not a normal function or, there's a design flaw that needs to be addressed.

Cust advises she's on the verge of seeking legal advice if we can't produce a solution stating she's willing to go up the chain of command to resolve this issue.

Note Cust also advised that someone at the Rtlr told her the concern is related to the Vehicle Dynamic Control System and that new software has been installed in the Outback 23 to correct the issue she's currently experiencing but her VEH doesn't have that software because it was released the year prior.

Rep: Alicia was unavailable so; I informed the customer I would set an alert for a f/u to discuss next options.

Also advised that rep may be able to provide more insight as to the evaluation process with the Rtlr and that my information is somewhat limited so she may want to wait to speak with CM directly for further clarification.

Apologized for the customer's frustration.

Cust thanked for the assistance and will await a c/b from rep.

Call was then ended.

Note

Date Created 11/22/2022 3:35 PM

Created By Alicia Jones

"If there are ever any concerns with the vehicle and we have to do warranty repairs, we would be happy to look into a complimentary SAS Note plan."

Phone Call

Phone Call

Subject Call to Terry Subaru

Created On 11/18/2022 3:26 PM

Call Type Customer

Direction Outgoing

Vehicle Snapshot

Description Spoke w SA Chase

Not a concern that can be fixed

FSE has been in and confirmed

Technically not a concern

Only does it on case in VA and WV

The EYESIGHT system is being hyper sensitive reading the road conditions

Everything operating as normal, there is no fix

States that it's really cambered and the back to back to turns are what causes it to make the noise

Thanked rlr for speaking with me

Vehicle Snapshot

VIN: N3234540

CAD Case



SUBARU.

Information

Case #: 221128-2000855

Status

Source Phone

Created Date 11/28/2022 3:20 PM

Created By Dayna Doria

Last Modified Date 2/6/2023 11:16 AM

Last Modified By Kelly Quinn

Last Name Burnett

First Name Margaret

Primary Phone

Case Owner Kelly Quinn

Closed By Kelly Quinn

Description 221117-1500270 prev
case
customer upset with her
current vehicle; looking to
trade vehicle in for 2023
MY

VIN N3234540

Year

Model

Case Mileage 8500

Manufactured 4/14/2022

Retailer # 040232

Retailer Name Terry Subaru

Region 050

Zone 02

District 03

Address

Primary Address 2259 Waugh Switch Rd

City Big Island

State VA

Zip Code 24526-3293

Created By CRM Inbound Prod

Created Date 5/5/2022 11:04 AM

Last Modified By Cleanse Application PROD

Last Modified Date 7/22/2022 5:51 AM

Case Topic

Type Eyesight - Accident Avoidance

Last Modified Date 12/6/2022 10:40 AM

Created Date 12/6/2022 10:40 AM

Area Vehicle

Last Modified By Christopher Dickinson

Created By Christopher Dickinson

Sub-Area Safety Features

TREAD Forward Collision Avoidance
System

Note

Date Created 12/5/2022 10:40 AM

Created By Christopher Dickinson

Note will wait for customer's response

Note

Date Created 2/6/2023 11:14 AM

Created By Kelly Quinn

Note

Vehicle Snapshot

Email

Last Name Burnett
First Name Margaret

Owner Kelly Quinn
To Email Address ownersolutions@subaru.com;

Status Received

From Email info@newjersey.bbb.org

Date Created 11/26/2022 6:08 AM
Date Sent

You have a new message from
Subject the BBB of New Jersey
complaint #18463834.

Email Body

CAUTION: This email has originated from outside of SOA. Do not click on links or open attachments unless you recognize the sender and know the content is safe. Better Business Bureau® BBB PROVIDES A SERVICE THAT MARKETSTRUST IN YOUR BUSINESS &

BRAND You have a new message waiting for you from the BBB of New Jersey in regards to consumer complaint #18463834. Please click on the link below to access the online dispute resolution web site and read this message.

[Click Here to see the complaint](#)

If your email program does not support HTML copy and paste the link below into your browser

<https://odr.bluebbb.org/ODRWeb/Home/SecureLogin.aspx?SecureLinkGuid=bc84ca24-a6b1-4a36-b6e1-7ce60acf8758>

This is a post-only mailing. Replies to this message are not monitored or answered. If you have any further questions or concerns, please do not hesitate to contact us at 609 588-0808.

BBB of New Jersey (Trenton, NJ) 1262 Whitehorse Hamilton Square Road, Building A, Suite 202 Hamilton, NJ 08690 Phone: (609) 588-0808 Fax: (609) 588-0546 Email: info@newjersey.bbb.org Web: www.bbb.org

Please be sure to monitor your spam/junk/promotional folders for any future communications from BBB. BBB PROVIDES A SERVICE THAT MARKETS TRUST IN YOUR BUSINESS

&

BRAND Don't wish to be contacted by BBB? Click here to unsubscribe. This message and all attachments sent by BBB is a private communication, and it may contain confidential and/or privileged information. Any disclosure, copying distribution or use of the information contained in or attached to this message is strictly prohibited. If you have received this message by mistake, please notify the sender by reply email and then delete the message from your system without printing, copying or forwarding it. Thank you.

Email

Last Name Burnett
First Name Margaret

Owner Kelly Quinn
To Email Address dabney137@yahoo.com;

Status Sent

From Email customers@subaru.com

Date Created 12/3/2022 11:56 AM
Date Sent

12/3/2022 11:56 AM
Subject Subaru.com Email Inquiry
[Case# 221203-1600208]

Email Body

Dear Margaret Burnett,
Thank you for contacting Subaru of America's Customer Advocacy Department.
The following case has been created for your request [Case# 221203-1600208].
One of our customer advocates will contact you at the email provided.

We look forward to assisting you.

Your initial inquiry details included:

Topic: Vehicle

Sub Topic: Service/Parts

MySubaru Email Address: Dabney137@yahoo.com

Vehicle Snapshot

Year: 2022

Model: Outback

VIN: 4S4BTGUD6N3234540

Retailer Name: Terry Subaru

Phone Model: iphone

Phone Carrier: verizon

Are you a Subaru Owner? Yes

Subject:

Investigate Yaw sensor and traction control on 2022 outback wilderness

Comments: I own a 2022 Outback Wilderness that consistently drags and jerks through curves on paved roads. I was told by the dealership that it is an oversensitive Yaw sensor. The traction control is triggered while driving through certain banked curves even at slow rates of speed. The car slows itself down in parts of the curve where a normal driver would either be floating through the curve or accelerating out of the curve. It is a safety concern when there is a car behind me and my car is involuntarily slowing itself down. No brake lights are illuminating to notify the driver behind me. A field safety expert came to evaluate the car and said it is a normal function of the vehicle. The dealership told me it has been reported as a concern only in virginia and west virginia due to the geography of the land and roads. They also said the software has been updated in the 2023 outback to correct the problem. However, they said there is currently no update for the 2022 and therefore no solution. The person I spoke to at Subaru of America denied that it is a reported issue or that it has been corrected in the 2023. (I have names of consumers and dealerships that are familiar with the issue.) Subaru of America basically told me the opposite of what the service technicians told me. She also said because it had been deemed normal by the safety expert no further action would be taken. She refused to escalate my concerns. Neither Subaru of America or the dealership was able to tell me if my brake lights come on when the car is slowing itself down. I had to have my family member stand on the side of the road to find out. The fact that the brake lights are not warning the driver behind me that I am slowing down is a huge safety risk. Again Subaru of America refused to escalate my concerns or investigate the situation further. Not only is it a safety concern but it is also wildly unfair to the consumers in va and west va.

Subaru of America, Inc., One Subaru Drive, Camden, NJ 08103-2204

Email

Last Name Burnett

Owner Kelly Quinn

Date Created 12/5/2022 10:37 AM

First Name Margaret

To Email Address dabney137@yahoo.com;

Date Sent 12/5/2022 10:37 AM

Status Sent

From Email customers@subaru.com

Subject [Case # 221128-2000855]

Email Body

Good morning Margaret,

My name is Chris from Subaru of America.

I am reaching out to you today to inform you that I have spoken with Jason at the retailer, and he provided me the information regarding a diagnosis on your vehicle.

At this time, the vehicle is being determined to be working to design.

I understand that you are looking for assistance towards another Subaru but due to the nature of the concern, you will have the same outcome due to how the technology works with the eyesight camera.

Please let me know if you have any questions, thank you.

Sincerely,

Chris Dickinson

Subaru of America, Inc.

Customer Advocacy Department

1-800-SUBARU3 (1-800-782-2783)

Vehicle Snapshot

Case #: 221128-2000855

Email

Last Name Burnett

Owner Kelly Quinn

Date Created 12/5/2022 8:23 PM

First Name Margaret

To Email Address customers@subaru.com;

Date Sent

Status Received

From Email dabney137@yahoo.com

Subject Re: [Case # 221128-2000855]

Email Body

CAUTION:

This email has originated from outside of SOA. Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Chris

Thank you for seeking clarification from Jason. However, whether it is considered a normal function or not it is a clear cut safety hazard. The car will abruptly slow down without driver input. The brake lights DO NOT activate and therefore are not alerting the driver behind me that my car is slowing down. This is a glaring safety risk and obvious oversight. Subaru is choosing to ignore these risks and denying the existence of the defect. Jason is unaware that the brake lights don't activate and Subaru of America is also unaware. Again, please tell me how is it safe for a car to slow itself without activating its brake lights? I have a video of the dragging but it is to long for me to attach. I look forward to your response.

M. Dabney Burnett

Sent from my iPhone

> On Dec 5, 2022, at 10:38 AM, Customer Advocacy <Customers@subaru.com> wrote:

>

Vehicle Snapshot

Email

Last Name Burnett Owner Kelly Quinn Date Created 12/7/2022 3:46 PM
First Name Margaret To Email Address dabney137@yahoo.com; Date Sent 12/7/2022 3:46 PM
Status Sent From Email customers@subaru.com Subject Re: [Case # 221128-2000855]
Email Body Good afternoon Margaret,
The eyesight system is designed to seek out anything that would obstruct the vehicle.
There are situations where the system will see a structure, think it is in the way of the vehicle, resulting in the eyesight being activated.
If this is only happening on a certain road/turn, we would recommend disabling the eyesight feature due to knowing that there will be obstacles in the way of the camera at that time.
This is not a defect in the system, due to how the vehicle is turning there are structures that the camera is picking up, resulting in the vehicle slowing down.
Sincerely,
Chris Dickinson
Subaru of America, Inc.
Customer Advocacy Department
1-800-SUBARU3 (1-800-782-2783)
Case #: 221128-2000855

----- Original Message -----

From: Margaret Burnett <dabney137@yahoo.com>;
Received: Mon Dec 05 2022 20:23:47 GMT-0500 (Eastern Standard Time)
To: customers@subaru.com <customers@subaru.com>;
Subject: Re: [Case # 221128-2000855]

CAUTION:

This email has originated from outside of SOA. Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Chris

Thank you for seeking clarification from Jason. However, whether it is considered a normal function or not it is a clear cut safety hazard. The car will abruptly slow down without driver input. The brake lights DO NOT activate and therefore are not alerting the driver behind me that my car is slowing down. This is a glaring safety risk and obvious oversight. Subaru is choosing to ignore these risks and denying the existence of the defect. Jason is unaware that the brake lights don't activate and Subaru of America is also unaware. Again, please tell me how is it safe for a car to slow itself without activating its brake lights? I have a video of the dragging but it is too long for me to attach. I look forward to your response.

M. Dabney Burnett

Sent from my iPhone

> On Dec 5, 2022, at 10:38 AM, Customer Advocacy <Customers@subaru.com> wrote:

>

Vehicle Snapshot

Email

Last Name Burnett

Owner Kelly Quinn

Date Created 12/7/2022 4:13 PM

First Name Margaret

To Email Address customers@subaru.com;

Date Sent

Status Received

From Email dabney137@yahoo.com

Subject Re: [Case # 221128-2000855]

Email Body

CAUTION: This email has originated from outside of SOA. Do not click on links or open attachments unless you recognize the sender and know the content is safe. But Chris the brake lights do not activate when the car is sept slowing. I had my son stand out on the road to confirm. How is this safe? I think it needs to be reported before someone gets hurt. I can report to the department of highway safety and transportation but I think this is Subarus responsibility to investigate.

Thanks

Dabney

Sent from my iPhone

On Dec 7, 2022, at 3:46 PM, Customer Advocacy <Customers@subaru.com> wrote:

Good afternoon Margaret,

The eyesight system is designed to seek out anything that would obstruct the vehicle.

There are situations where the system will see a structure, think it is in the way of the vehicle, resulting in the eyesight being activated.

If this is only happening on a certain road/turn, we would recommend disabling the eyesight feature due to knowing that there will be obstacles in the way of the camera at that time.

This is not a defect in the system, due to how the vehicle is turning there are structures that the camera is picking up, resulting in the vehicle slowing down.

Sincerely,

Chris Dickinson

Subaru of America, Inc.

Customer Advocacy Department

1-800-SUBARU3 (1-800-782-2783)

Case #: 221128-2000855

----- Original Message -----

From: Margaret Burnett <dabney137@yahoo.com>;

Received: Mon Dec 05 2022 20:23:47 GMT-0500 (Eastern Standard Time)

To: customers@subaru.com <customers@subaru.com>;

Subject: Re: [Case # 221128-2000855]

CAUTION:

This email has originated from outside of SOA. Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Chris

Thank you for seeking clarification from Jason. However, whether it is considered a normal function or not it is a clear cut safety hazard. The car will abruptly slow down without driver input. The brake lights DO NOT activate and therefore are not alerting the driver behind me that my car is slowing down. This is a glaring safety risk and obvious oversight. Subaru is choosing to ignore these risks and denying the

Vehicle Snapshot

existence of the defect. Jason is unaware that the brake lights don't activate and Subaru of America is also unaware. Again, please tell me how is it safe for a car to slow itself without activating its brake lights? I have a video of the dragging but it is too long for me to attach. I look forward to your response.

M. Dabney Burnett

Sent from my iPhone

> On Dec 5, 2022, at 10:38 AM, Customer Advocacy <Customers@subaru.com> wrote:

>

Email

Last Name Burnett

Owner Kelly Quinn

Date Created 12/7/2022 4:24 PM

First Name Margaret

To Email Address dabney137@yahoo.com;

Date Sent

Status Received

From Email dabney137@yahoo.com

Subject Re: [Case # 221128-2000855]

Email Body

CAUTION:

This email has originated from outside of SOA. Do not click on links or open attachments unless you recognize the sender and know the content is safe.

The dealership never said anything about the eyesight. They blamed it on the Yaw sensor. Either way, the fact that the car doesn't display brake lights should be a huge concern. I will turn off eyesight and see if that solves the problem with the traction control. Please provide me with a response concerning the brake lights.

I don't understand how this is not concerning everyone!!

Thanks

Dabney

Sent from my iPhone

> On Dec 7, 2022, at 4:13 PM, dabney burnett <Dabney137@yahoo.com> wrote:

>

Vehicle Snapshot

Email

Last Name Burnett
First Name Margaret

Owner Kelly Quinn
To Email Address ownersolutions@subaru.com;
From Email info@newjersey.bbb.org

Date Created 12/8/2022 11:23 AM
Date Sent
Subject You have a new message from the BBB of New Jersey
complaint #18463834.

Email Body

CAUTION: This email has originated from outside of SOA. Do not click on links or open attachments unless you recognize the sender and know the content is safe. Better Business Bureau® BBB PROVIDES A SERVICE THAT MARKETSTRUST IN YOUR BUSINESS &

BRAND You have a new message waiting for you from the BBB of New Jersey in regards to consumer complaint #18463834. Please click on the link below to access the online dispute resolution web site and read this message.

[Click Here to see the complaint](#)

If your email program does not support HTML copy and paste the link below into your browser

<https://odr.bluebbb.org/odrweb/Home/SecureLogin.aspx?SecureLinkGuid=01f47a73-7491-40fd-9076-1e5edcc128b8>

This is a post-only mailing. Replies to this message are not monitored or answered. If you have any further questions or concerns, please do not hesitate to contact us at 609 588-0808.

BBB of New Jersey (Trenton, NJ) 1262 Whitehorse Hamilton Square Road, Building A, Suite 202 Hamilton, NJ 08690 Phone: (609) 588-0808 Fax: (609) 588-0546 Email: info@newjersey.bbb.org Web: www.bbb.org

Please be sure to monitor your spam/junk/promotional folders for any future communications from BBB. BBB PROVIDES A SERVICE THAT MARKETS TRUST IN YOUR BUSINESS &

BRAND Don't wish to be contacted by BBB? Click here to unsubscribe. This message and all attachments sent by BBB is a private communication, and it may contain confidential and/or privileged information. Any disclosure, copying distribution or use of the information contained in or attached to this message is strictly prohibited. If you have received this message by mistake, please notify the sender by reply email and then delete the message from your system without printing, copying or forwarding it. Thank you.

Email

Last Name Burnett
First Name Margaret

Owner Kelly Quinn
To Email Address dabney137@yahoo.com;
From Email customers@subaru.com

Date Created 12/8/2022 2:07 PM
Date Sent 12/8/2022 2:14 PM
Subject Re: [Case # 221128-2000855]

Email Body

Good afternoon Dabney,

There are two cycles that the system goes through.

The initial brake of the vehicle will only brake the vehicle for a split second to alert the driver of something that is in the distance.

Vehicle Snapshot

If you were to get within 15 ft of the vehicle and the eyesight system triggers the braking system, the brake lights will come on. The initial warning is only braking the vehicle for that split second to make the driver aware that manual intervention might be needed. Then if manual intervention does not take place and the vehicle continues to get closer to the object/vehicle in front, then the braking system will active, and the brakes lights will illuminate.

Sincerely,
Chris Dickinson
Subaru of America, Inc.
Customer Advocacy Department
1-800-SUBARU3 (1-800-782-2783)
Case #: 221128-2000855

----- Original Message -----

From: Margaret Burnett <dabney137@yahoo.com>;
Received: Wed Dec 07 2022 16:23:52 GMT-0500 (Eastern Standard Time)
To: Margaret Burnett <dabney137@yahoo.com>;
Cc: customers@subaru.com <customers@subaru.com>;
Subject: Re: [Case # 221128-2000855]

CAUTION:

This email has originated from outside of SOA. Do not click on links or open attachments unless you recognize the sender and know the content is safe.

The dealership never said anything about the eyesight. They blamed it on the Yaw sensor. Either way, the fact that the car doesn't display brake lights should be a huge concern. I will turn off eyesight and see if that solves the problem with the traction control. please provide me with a response concerning the brake lights.

I don't understand how this is not concerning everyone!!

Thanks

Dabney

Sent from my iPhone

> On Dec 7, 2022, at 4:13 PM, dabney burnett <Dabney137@yahoo.com> wrote:

>

Email

Last Name Burnett

Owner Kelly Quinn

Date Created 12/8/2022 3:57 PM

First Name Margaret

To Email Address customers@subaru.com;

Date Sent

Status Received

From Email dabney137@yahoo.com

Subject Re: [Case # 221128-2000855]

Email Body

CAUTION: This email has originated from outside of SOA. Do not click on links or open attachments unless you recognize the sender and know the content is safe. Thank you for that explanation Chris. It actually makes me feel a bit better about my family's safety. Although with the frequency in which this occurs it is still highly irritating. Can you explain how the Yaw Sensor plays in to this as well? The dealership told me it is a sensitivity issue in the Yaw sensor that has been corrected in the 2023. Can you confirm this information? They did not attribute it

Vehicle Snapshot

to the eyesight at all... It happens multiple times a day only on banked curves. It makes a grinding clutch noise when it happens. I guess I'm confused if it's the eyesight or the Yaw sensor. Or both? I also turned off traction control and the eyesight yesterday and it still did it!! Obviously frustrated and desperate for a solution...

Thanks

Dabney

Sent from my iPhone

On Dec 8, 2022, at 2:14 PM, Customer Advocacy <Customers@subaru.com> wrote:

Good afternoon Dabney,

There are two cycles that the system goes through.

The initial brake of the vehicle will only brake the vehicle for a split second to alert the driver of something that is in the distance.

If you were to get within 15 ft of the vehicle and the eyesight system triggers the braking system, the brake lights will come on.

The initial warning is only braking the vehicle for that split second to make the driver aware that manual intervention might be needed.

Then if manual intervention does not take place and the vehicle continues to get closer to the object/vehicle in front, then the braking system will active, and the brakes lights will illuminate.

Sincerely,

Chris Dickinson

Subaru of America, Inc.

Customer Advocacy Department

1-800-SUBARU3 (1-800-782-2783)

Case #: 221128-2000855

----- Original Message -----

From: Margaret Burnett <dabney137@yahoo.com>;

Received: Wed Dec 07 2022 16:23:52 GMT-0500 (Eastern Standard Time)

To: Margaret Burnett <dabney137@yahoo.com>;

Cc: customers@subaru.com <customers@subaru.com>;

Subject: Re: [Case # 221128-2000855]

CAUTION:

This email has originated from outside of SOA. Do not click on links or open attachments unless you recognize the sender and know the content is safe.

The dealership never said anything about the eyesight. They blamed it on the Yaw sensor. Either way, the fact that the car doesn't display brake lights should be a huge concern. I will turn off eyesight and see if that solves the problem with the traction control. please provide me with a response concerning the brake lights.

I don't understand how this is not concerning everyone!!

Thanks

Dabney

Sent from my iPhone

> On Dec 7, 2022, at 4:13 PM, dabney burnett <Dabney137@yahoo.com> wrote:

>

Vehicle Snapshot

Last Name Burnett

Owner Kelly Quinn

Date Created 12/9/2022 1:36 PM

First Name Margaret

To Email Address ownersolutions@subaru.com;

Date Sent

Status Received

From Email info@newjersey.bbb.org

You have a new message from
Subject the BBB of New Jersey
complaint #18463834.

Email Body

CAUTION: This email has originated from outside of SOA. Do not click on links or open attachments unless you recognize the sender and know the content is safe. Better Business Bureau® BBB PROVIDES A SERVICE THAT MARKETSTRUST IN YOUR BUSINESS &

BRAND You have a new message waiting for you from the BBB of New Jersey in regards to consumer complaint #18463834. Please click on the link below to access the online dispute resolution web site and read this message.

[Click Here](#) to see the complaint

If your email program does not support HTML copy and paste the link below into your browser

<https://odr.bluebbb.org/odrweb/Home/SecureLogin.aspx?SecureLinkGuid=fbc9d1df-99b4-4953-94df-49a7d3fb49f3>

This is a post-only mailing. Replies to this message are not monitored or answered. If you have any further questions or concerns, please do not hesitate to contact us at 609 588-0808.

BBB of New Jersey (Trenton, NJ) 1262 Whitehorse Hamilton Square Road, Building A, Suite 202 Hamilton, NJ 08690 Phone: (609) 588-0808 Fax: (609) 588-0546 Email: info@newjersey.bbb.org Web: www.bbb.org

Please be sure to monitor your spam/junk/promotional folders for any future communications from BBB. BBB PROVIDES A SERVICE THAT MARKETS TRUST IN YOUR BUSINESS &

BRAND Don't wish to be contacted by BBB? Click here to unsubscribe. This message and all attachments sent by BBB is a private communication, and it may contain confidential and/or privileged information. Any disclosure, copying distribution or use of the information contained in or attached to this message is strictly prohibited. If you have received this message by mistake, please notify the sender by reply email and then delete the message from your system without printing, copying or forwarding it. Thank you.

Email

Last Name Burnett

Owner Kelly Quinn

Date Created 12/12/2022 3:55 PM

First Name Margaret

To Email Address dabney137@yahoo.com;

Date Sent 12/12/2022 3:56 PM

Status Sent

From Email customers@subaru.com

Subject Re: [Case # 221128-2000855]

Email Body

Good afternoon Dabney,

The Yaw sensor is just determining the vehicle's "center of gravity".

That is more in affiliation with the traction control than the eyesight system itself.

I have not heard of any "correction" to the Yaw sensor, but I know we are always looking to improve the software in our vehicles year to year.

The grinding clutch noise is the pre-collision braking system activating.

Although it is not causing any damage to the vehicle, the sound is not a pleasant one, in my opinion.

I did review the relationship between the pre-collision braking and the eyesight and they are in direct correlation with one another.

If the eyesight system is turned off/disable, it would not be possible for the vehicle to engage the pre-collision braking system.

Sincerely,

Chris Dickinson

Vehicle Snapshot

Subaru of America, Inc.
Customer Advocacy Department
1-800-SUBARU3 (1-800-782-2783)
Case #: 221128-2000855

----- Original Message -----

From: Margaret Burnett <dabney137@yahoo.com>;
Received: Thu Dec 08 2022 15:57:23 GMT-0500 (Eastern Standard Time)
To: customers@subaru.com <customers@subaru.com>;
Subject: Re: [Case # 221128-2000855]

CAUTION: This email has originated from outside of SOA. Do not click on links or open attachments unless you recognize the sender and know the content is safe. Thank you for that explanation Chris. It actually makes me feel a bit better about my family's safety. Although with the frequency in which this occurs it is still highly irritating. Can you explain how the Yaw Sensor plays in to this as well? The dealership told me it is a sensitivity issue in the Yaw sensor that has been corrected in the 2023. Can you confirm this information? They did not attribute it to the eyesight at all... It happens multiple times a day only on banked curves. It makes a grinding clutch noise when it happens. I guess I'm confused if it's the eyesight or the Yaw sensor. Or both? I also turned off traction control and the eyesight yesterday and it still did it!! Obviously frustrated and desperate for a solution...

Thanks
Dabney

Sent from my iPhone

On Dec 8, 2022, at 2:14 PM, Customer Advocacy <Customers@subaru.com> wrote:

Good afternoon Dabney,
There are two cycles that the system goes through.
The initial brake of the vehicle will only brake the vehicle for a split second to alert the driver of something that is in the distance. If you were to get within 15 ft of the vehicle and the eyesight system triggers the braking system, the brake lights will come on. The initial warning is only braking the vehicle for that split second to make the driver aware that manual intervention might be needed. Then if manual intervention does not take place and the vehicle continues to get closer to the object/vehicle in front, then the braking system will active, and the brakes lights will illuminate.

Sincerely,
Chris Dickinson
Subaru of America, Inc.
Customer Advocacy Department
1-800-SUBARU3 (1-800-782-2783)
Case #: 221128-2000855

----- Original Message -----

From: Margaret Burnett <dabney137@yahoo.com>;

Vehicle Snapshot

Received: Wed Dec 07 2022 16:23:52 GMT-0500 (Eastern Standard Time)

To: Margaret Burnett <dabney137@yahoo.com>;
Cc: customers@subaru.com <customers@subaru.com>;
Subject: Re: [Case # 221128-2000855]

CAUTION:

This email has originated from outside of SOA. Do not click on links or open attachments unless you recognize the sender and know the content is safe.

The dealership never said anything about the eyesight. They blamed it on the Yaw sensor. Either way, the fact that the car doesn't display brake lights should be a huge concern. I will turn off eyesight and see if that solves the problem with the traction control. please provide me with a response concerning the brake lights.

I don't understand how this is not concerning everyone!!

Thanks

Dabney

Sent from my iPhone

> On Dec 7, 2022, at 4:13 PM, dabney burnett <Dabney137@yahoo.com> wrote:

>

Email

Last Name Burnett

Owner Kelly Quinn

Date Created 12/22/2022 12:29 AM

First Name Margaret

To Email Address customers@subaru.com;

Date Sent

Status Received

From Email dabney137@yahoo.com

Subject Re: [Case # 221128-2000855]

Email Body

CAUTION: This email has originated from outside of SOA. Do not click on links or open attachments unless you recognize the sender and know the content is safe.Hi Chris

After so much back and forth regarding my traction control issue I have decided to reach out to a lawyer regarding my unresolved concerns. My cars traction control is triggered up to 5 times on a round trip to the grocery store. The grinding clutch noise and the jarring sensation is like you said unpleasant. I did not pay top dollar for a brand new car that can't provide me with a smooth and comfortable drive in to town. Literally no other car in my family or friend group behaves the way the wilderness does and it is just not acceptable. I'm really disappointed that Subaru is choosing to ignore and down play valuable customer input. I don't know if it is considered a lemon or if it is class action worthy but I refuse to accept that this is a normal feature of the car...Subaru simply needs to recognize the flaw and correct it..I've tried turning eye sight and traction control off and it did help some but still triggered on a few of the curves. It seems counterintuitive to turn off safety features just to achieve a normal drive. My dealership told me they are aware of the traction control issue. They were the ones that told me that it is being reported in va and west va. So they were already aware of the issue! I have been on Facebook and made contact with other drivers who have similar experiences. Weirdly, all those drivers are also in va and west va. One driver who lives in western nc also reported it. So basically it's a growing concern in the Appalachian mountains. I do appreciate you for looking in to my concern, but unfortunately you can't solve my problem. I do hope that you can at least escalate my concerns to the higher ups. It's not usually in my nature to be difficult but I truly feel like I need to stick up for myself and all the potential buyers who live in areas similar to mine...I have so many videos that I wish I could share with you but they are too long and won't upload...anyway, I will keep you posted

□

Vehicle Snapshot

Thanks
Dabney

Sent from my iPhone
On Dec 12, 2022, at 3:56 PM, Customer Advocacy <Customers@subaru.com> wrote:
Good afternoon Dabney,
The Yaw sensor is just determining the vehicle's "center of gravity".
That is more in affiliation with the traction control than the eyesight system itself.
I have not heard of any "correction" to the Yaw sensor, but I know we are always looking to improve the software in our vehicles year to year.
The grinding clutch noise is the pre-collision braking system activating.
Although it is not causing any damage to the vehicle, the sound is not a pleasant one, in my opinion.
I did review the relationship between the pre-collision braking and the eyesight and they are in direct correlation with one another.
If the eyesight system is turned off/disable, it would not be possible for the vehicle to engage the pre-collision braking system.
Sincerely,
Chris Dickinson
Subaru of America, Inc.
Customer Advocacy Department
1-800-SUBARU3 (1-800-782-2783)
Case #: 221128-2000855

----- Original Message -----

From: Margaret Burnett <dabney137@yahoo.com>;
Received: Thu Dec 08 2022 15:57:23 GMT-0500 (Eastern Standard Time)
To: customers@subaru.com <customers@subaru.com>;
Subject: Re: [Case # 221128-2000855]

CAUTION: This email has originated from outside of SOA. Do not click on links or open attachments unless you recognize the sender and know the content is safe. Thank you for that explanation Chris. It actually makes me feel a bit better about my family's safety. Although with the frequency in which this occurs it is still highly irritating. Can you explain how the Yaw Sensor plays in to this as well? The dealership told me it is a sensitivity issue in the Yaw sensor that has been corrected in the 2023. Can you confirm this information? They did not attribute it to the eyesight at all... It happens multiple times a day only on banked curves. It makes a grinding clutch noise when it happens.
I guess I'm confused if it's the eyesight or the Yaw sensor. Or both? I also turned off traction control and the eyesight yesterday and it still did it!! Obviously frustrated and desperate for a solution...

Thanks
Dabney

Sent from my iPhone
On Dec 8, 2022, at 2:14 PM, Customer Advocacy <Customers@subaru.com> wrote:

Good afternoon Dabney,
There are two cycles that the system goes through.

Vehicle Snapshot

The initial brake of the vehicle will only brake the vehicle for a split second to alert the driver of something that is in the distance. If you were to get within 15 ft of the vehicle and the eyesight system triggers the braking system, the brake lights will come on. The initial warning is only braking the vehicle for that split second to make the driver aware that manual intervention might be needed. Then if manual intervention does not take place and the vehicle continues to get closer to the object/vehicle in front, then the braking system will active, and the brakes lights will illuminate.

Sincerely,

Chris Dickinson

Subaru of America, Inc.

Customer Advocacy Department

1-800-SUBARU3 (1-800-782-2783)

Case #: 221128-2000855

----- Original Message -----

From: Margaret Burnett <dabney137@yahoo.com>;

Received: Wed Dec 07 2022 16:23:52 GMT-0500 (Eastern Standard Time)

To: Margaret Burnett <dabney137@yahoo.com>;

Cc: customers@subaru.com <customers@subaru.com>;

Subject: Re: [Case # 221128-2000855]

CAUTION:

This email has originated from outside of SOA. Do not click on links or open attachments unless you recognize the sender and know the content is safe.

The dealership never said anything about the eyesight. They blamed it on the Yaw sensor. Either way, the fact that the car doesn't display brake lights should be a huge concern. I will turn off eyesight and see if that solves the problem with the traction control. please provide me with a response concerning the brake lights.

I don't understand how this is not concerning everyone!!

Thanks

Dabney

Sent from my iPhone

> On Dec 7, 2022, at 4:13 PM, dabney burnett <Dabney137@yahoo.com> wrote:

>

Email

Last Name Burnett

Owner Kelly Quinn

Date Created 12/22/2022 7:38 PM

First Name Margaret

To Email Address ownersolutions@subaru.com;

Date Sent

Status Received

From Email info@newjersey.bbb.org

You have a new message from
Subject the BBB of New Jersey
complaint #18463834.

Email Body

CAUTION: This email has originated from outside of SOA. Do not click on links or open attachments unless you recognize the sender and

Vehicle Snapshot

know the content is safe. Better Business Bureau® BBB PROVIDES A SERVICE THAT MARKETSTRUST IN YOUR BUSINESS &

BRAND You have a new message waiting for you from the BBB of New Jersey in regards to consumer complaint #18463834. Please click on the link below to access the online dispute resolution web site and read this message.

[Click Here to see the complaint](#)

If your email program does not support HTML copy and paste the link below into your browser

<https://odr.bluebbb.org/ODRWeb/Home/SecureLogin.aspx?SecureLinkGuid=d2f18962-b95b-48fb-87ef-cec1626251ca>

This is a post-only mailing. Replies to this message are not monitored or answered. If you have any further questions or concerns, please do not hesitate to contact us at 609 588-0808.

BBB of New Jersey (Trenton, NJ) 1262 Whitehorse Hamilton Square Road, Building A, Suite 202 Hamilton, NJ 08690 Phone: (609) 588-0808 Fax: (609) 588-0546 Email: info@newjersey.bbb.org Web: www.bbb.org

Please be sure to monitor your spam/junk/promotional folders for any future communications from BBB. BBB PROVIDES A SERVICE THAT MARKETS TRUST IN YOUR BUSINESS

&

BRAND Don't wish to be contacted by BBB? Click here to unsubscribe. This message and all attachments sent by BBB is a private communication, and it may contain confidential and/or privileged information. Any disclosure, copying distribution or use of the information contained in or attached to this message is strictly prohibited. If you have received this message by mistake, please notify the sender by reply email and then delete the message from your system without printing, copying or forwarding it. Thank you.

Email

Last Name	Burnett	Owner	Kelly Quinn	Date Created	12/27/2022 12:57 PM
First Name	Margaret	To Email Address	dabney137@yahoo.com;	Date Sent	12/27/2022 1:01 PM
Status	Sent	From Email	customers@subaru.com	Subject	Re: [Case # 221128-2000855]

Email Body Good afternoon Dabney,

I understand the frustration and apologize I cannot do more to assist.

If you do decide to have an attorney represent you, please provide me the letter of representation directly to this email.

I can work with the attorney moving forward.

If you would like to make another appointment at your local retailer, I will also assist once the vehicle is back at the retailer to make sure everything is properly documented regardless of the diagnosis outcome.

Please keep me posted moving forward, I will await your response.

Sincerely,

Chris Dickinson

Subaru of America, Inc.

Customer Advocacy Department

1-800-SUBARU3 (1-800-782-2783)

Case #: 221128-2000855

----- Original Message -----

From: Margaret Burnett <dabney137@yahoo.com>;

Received: Thu Dec 22 2022 00:29:33 GMT-0500 (Eastern Standard Time)

To: customers@subaru.com <customers@subaru.com>;

Subject: Re: [Case # 221128-2000855]

Vehicle Snapshot

CAUTION: This email has originated from outside of SOA. Do not click on links or open attachments unless you recognize the sender and know the content is safe.Hi Chris

After so much back and forth regarding my traction control issue I have decided to reach out to a lawyer regarding my unresolved concerns. My cars traction control is triggered up to 5 times on a round trip to the grocery store. The grinding clutch noise and the jarring sensation is like you said unpleasant. I did not pay top dollar for a brand new car that can't provide me with a smooth and comfortable drive in to town. Literally no other car in my family or friend group behaves the way the wilderness does and it is just not acceptable. I'm really disappointed that Subaru is choosing to ignore and down play valuable customer input. I don't know if it is considered a lemon or if it is class action worthy but I refuse to accept that this is a normal feature of the car...Subaru simply needs to recognize the flaw and correct it..I've tried turning eye sight and traction control off and it did help some but still triggered on a few of the curves. It seems counterintuitive to turn off safety features just to achieve a normal drive. My dealership told me they are aware of the traction control issue. They were the ones that told me that it is being reported in va and west va. So they were already aware of the issue! I have been on Facebook and made contact with other drivers who have similar experiences. Weirdly, all those drivers are also in va and west va. One driver who lives in western nc also reported it. So basically it's a growing concern in the Appalachian mountains. I do appreciate you for looking in to my concern, but unfortunately you can't solve my problem. I do hope that you can at least escalate my concerns to the higher ups. It's not usually in my nature to be difficult but I truly feel like I need to stick up for myself and all the potential buyers who live in areas similar to mine...I have so many videos that I wish I could share with you but they are too long and won't upload...anyway, I will keep you posted

□

Thanks
Dabney

Sent from my iPhone

On Dec 12, 2022, at 3:56 PM, Customer Advocacy <Customers@subaru.com> wrote:

Good afternoon Dabney,

The Yaw sensor is just determining the vehicle's "center of gravity".

That is more in affiliation with the traction control than the eyesight system itself.

I have not heard of any "correction" to the Yaw sensor, but I know we are always looking to improve the software in our vehicles year to year.

The grinding clutch noise is the pre-collision braking system activating.

Although it is not causing any damage to the vehicle, the sound is not a pleasant one, in my opinion.

I did review the relationship between the pre-collision braking and the eyesight and they are in direct correlation with one another.

If the eyesight system is turned off/disable, it would not be possible for the vehicle to engage the pre-collision braking system.

Sincerely,

Chris Dickinson

Subaru of America, Inc.

Customer Advocacy Department

1-800-SUBARU3 (1-800-782-2783)

Case #: 221128-2000855

Vehicle Snapshot

----- Original Message -----

From: Margaret Burnett <dabney137@yahoo.com>;
Received: Thu Dec 08 2022 15:57:23 GMT-0500 (Eastern Standard Time)
To: customers@subaru.com <customers@subaru.com>;
Subject: Re: [Case # 221128-2000855]

CAUTION: This email has originated from outside of SOA. Do not click on links or open attachments unless you recognize the sender and know the content is safe. Thank you for that explanation Chris. It actually makes me feel a bit better about my family's safety. Although with the frequency in which this occurs it is still highly irritating. Can you explain how the Yaw Sensor plays in to this as well? The dealership told me it is a sensitivity issue in the Yaw sensor that has been corrected in the 2023. Can you confirm this information? They did not attribute it to the eyesight at all... It happens multiple times a day only on banked curves. It makes a grinding clutch noise when it happens. I guess I'm confused if it's the eyesight or the Yaw sensor. Or both? I also turned off traction control and the eyesight yesterday and it still did it!! Obviously frustrated and desperate for a solution...

Thanks
Dabney

Sent from my iPhone

On Dec 8, 2022, at 2:14 PM, Customer Advocacy <Customers@subaru.com> wrote:

Good afternoon Dabney,

There are two cycles that the system goes through.

The initial brake of the vehicle will only brake the vehicle for a split second to alert the driver of something that is in the distance.

If you were to get within 15 ft of the vehicle and the eyesight system triggers the braking system, the brake lights will come on.

The initial warning is only braking the vehicle for that split second to make the driver aware that manual intervention might be needed.

Then if manual intervention does not take place and the vehicle continues to get closer to the object/vehicle in front, then the braking system will active, and the brakes lights will illuminate.

Sincerely,

Chris Dickinson

Subaru of America, Inc.

Customer Advocacy Department

1-800-SUBARU3 (1-800-782-2783)

Case #: 221128-2000855

----- Original Message -----

From: Margaret Burnett <dabney137@yahoo.com>;
Received: Wed Dec 07 2022 16:23:52 GMT-0500 (Eastern Standard Time)
To: Margaret Burnett <dabney137@yahoo.com>;

Vehicle Snapshot

Cc: customers@subaru.com <customers@subaru.com>;

Subject: Re: [Case # 221128-2000855]

CAUTION:

This email has originated from outside of SOA. Do not click on links or open attachments unless you recognize the sender and know the content is safe.

The dealership never said anything about the eyesight. They blamed it on the Yaw sensor. Either way, the fact that the car doesn't display brake lights should be a huge concern. I will turn off eyesight and see if that solves the problem with the traction control. please provide me with a response concerning the brake lights.

I don't understand how this is not concerning everyone!!

Thanks

Dabney

Sent from my iPhone

> On Dec 7, 2022, at 4:13 PM, dabney burnett <Dabney137@yahoo.com> wrote:

>

Phone Call

Phone Call

Subject retailer call

Created On 11/30/2022 12:56 PM

Call Type Retailer

Direction Outgoing

Description called and spoke w/ the receptionist:

informed me that Jason (SA) working with the customer is currently on lunch
took down my DL and informed me that Jason will be contacting me back once avail
thanked

Vehicle Snapshot

VIN: N3234540

CAD Case



SUBARU

Information

Case #: 221203-1600208

Status

Source Web

Created Date 12/3/2022 11:55 AM

Created By Dynamics Dynamics Application

Last Modified Date 12/5/2022 8:43 AM

Last Modified By Richard Bendu

Last Name Burnett

First Name Margaret

Primary Phone

Case Owner Richard Bendu

Closed By Richard Bendu

Description I own a 2022 Outback Wilderness that consistently drags and jerks through curves on paved roads. I was told by the dealership that it is an oversensitive Yaw sensor. The traction control is triggered while driving through certain banked curves even at slow rates of speed. The car slows itself down in parts of the curve where a normal driver would either be floating through the curve or accelerating out of the curve. It is a safety concern when there is a car behind me and my car is involuntarily slowing itself down. No brake lights are illuminating to notify the driver behind me. A field safety expert came to evaluate the car and said it is a normal function of the vehicle. The dealership told me it has been reported as a concern only in virginia and west virginia due to

VIN N3234540

Year

Model

Case Mileage

Manufactured 4/14/2022

Retailer #

Retailer Name

Region

Zone

District

Vehicle Snapshot

the geography of the land and roads. They also said the software has been updated in the 2023 outback to correct the problem. However, they said there is currently no update for the 2022 and therefore no solution.

The person I spoke to at Subaru of America denied that it is a reported issue or that it has been corrected in the 2023. (I have names of consumers and dealerships that are familiar with the issue.)

Subaru of America basically told me the opposite of what the service technicians told me. She also said because it had been deemed normal by the safety expert no further action would be taken. She refused to escalate my concerns. Neither Subaru of America or the dealership was able to tell me if my brake lights come on when the car is slowing itself down. I had to have my family member stand on the side of the road to find out. The fact that the brake lights are not warning the driver behind me that I am slowing down is a huge safety risk. Again Subaru of America refused to escalate my concerns or investigate the situation further. Not only is it a safety concern but it is

Vehicle Snapshot

also wildly unfair to the consumers in va and west va.

Address

Primary Address 2259 Waugh Switch Rd
City Big Island
State VA
Zip Code 24526-3293

Created By CRM Inbound Prod
Created Date 5/5/2022 11:04 AM
Last Modified By Cleanse Application PROD
Last Modified Date 7/22/2022 5:51 AM

Vehicle Snapshot

VIN: N3234540

CAD Case

**SUBARU.**

Information

Case #: 230525-2001249

Status

Source Phone

Created Date 5/25/2023 4:55 PM

Created By Toni Lewis

Last Modified Date 6/23/2023 5:00 PM

Last Modified By Kristopher Drechsel

Last Name Burnett

First Name Margaret

Primary Phone

Case Owner Kristopher Drechsel

Closed By Kristopher Drechsel

Description 10/25/22

VIN N3234540

Year

Model

Case Mileage

Manufactured 4/14/2022

Retailer # 040232

Retailer Name Terry Subaru

Region 050

Zone 02

District 03

Address

Primary Address 2259 Waugh Switch Rd

City Big Island

State VA

Zip Code 24526-3293

Created By CRM Inbound Prod

Created Date 5/5/2022 11:04 AM

Last Modified By Cleanse Application PROD

Last Modified Date 7/22/2022 5:51 AM

Case Topic

Type Traction Control/Anti-lock

Last Modified Date 6/23/2023 5:00 PM

Created Date 5/26/2023 3:06 PM

Area Vehicle

Last Modified By Kristopher Drechsel

Created By Kristopher Drechsel

Sub-Area Brakes

TREAD Automatic Brake Controls

Note

Date Created 5/25/2023 5:10 PM

Created By Toni Lewis

Vehicle Snapshot

What customer information did you verify?

I verified all the customer contact information.

What recalls did you advise the customers of?

There were no recalls on the vehicle.

What is the reason for the call? What is the specific concern with the vehicle? What is the diagnosis? Estimate for Repair?

The customer explained that she purchased a vehicle in last May, and she has been having issues with the traction control and she is experiencing jerking movement. The customer explained that she is waiting for a software update to fix the traction control. The customer explained that there's a flaw in the design. The customer explained that she is experiencing slow speeds.

Where is the vehicle now?

The car is with the customer

What expectation did you set for the customer?

I created a case and explained that a specialist will contact her next week Wednesday due to the Holiday on Monday. I provided the customer with her case number.

Email

Last Name Burnett

Owner Kristopher Drechsel

Date Created 5/25/2023 4:58 PM

First Name Margaret

To Email Address dabney137@yahoo.com;

Date Sent 5/25/2023 4:59 PM

Status Sent

From Email customers@subaru.com

Subject [Case # 230525-2001249]

Email Body

Dear
Margaret Burnett :

Thank you for contacting Subaru of America, Inc. I appreciate the opportunity to be of assistance.

The case number is shown below and will serve as confirmation for the conversation we had.

Should you have any questions, or if I can be of assistance in the future, please feel free to contact us at 1-800-SUBARU3 (1-800-782-2783).

Sincerely, ToniSubaru of America, Inc. Customer Advocacy Department 1-800-SUBARU3 (1-800-782-2783) Case Number:
230525-2001249

Email

Vehicle Snapshot

Last Name Burnett

Owner Kristopher Drechsel

Date Created 5/26/2023 3:06 PM

First Name Margaret

To Email Address dabney137@yahoo.com;

Date Sent 5/26/2023 3:08 PM

Status Sent

From Email customers@subaru.com

Subject [Case # 230525-2001249]

Email Body

Dear
Margaret,

Thank you for contacting Subaru of America, Inc. We appreciate you taking time out of your day to contact us.

I was transferred the contact you made about your Outback and will be reviewing your file further. Which Subaru retailer have you taken your vehicle to regarding the concerns you have been experiencing?

Thank you for the opportunity to be of assistance.

Sincerely,
Kris Drechsel

Subaru of America
Customer Advocacy Department
(856) 438-2826

Email

Last Name Burnett

Owner Kristopher Drechsel

Date Created 5/27/2023 1:53 PM

First Name Margaret

To Email Address customers@subaru.com;custom

Date Sent

Status Received

From Email dabney137@yahoo.com

Subject Re: [Case # 230525-2001249]

Email Body

CAUTION: This email has originated from outside of SOA. Do not click on links or open attachments unless you recognize the sender and know the content is safe. I took my vehicle to Terry Subaru in Lynchburg va. I have filed a previous claim over the same issue. Terry told me at the time of my original complaint that the traction control issue was something that they were already aware of. They said they were waiting for a software upgrade to correct the issue. They claimed it is an "overly sensitive YAW sensor". They were aware of another owner who brought their vehicle in with the same concern.

They also stated that the issue has been corrected in the 2023 model. However, after all this was said, they had a regional safety expert come and assess the car. He deemed it a "normal function of the vehicle" and the issue was immediately swept under the rug. I am a small population of customers that lives in a geographic location that creates the perfect storm for what I experience on my daily drive. The curves that trigger are not sharp and are traveled slowly. It's really frustrating that it is considered normal because it happens so frequently on my drive into town. One of my final communications with the advocacy team was to turn off the eyesight when on those curves but that would require my eyesight to be off during my entire 30 min commute bc it happens on multiple curves. That is not acceptable or safe advice in my opinion. An eyesight issue was never mentioned to me by the dealership or the safety expert. Terry Subaru is aware and acknowledges that it is a valid concern but they have said Subaru will not listen to them and it is up to the customer to advocate for themselves. I love the car in every other way but I am at the point where it needs to be fixed or I can't drive it anymore. I have definitely warned everyone I know who asks if I like my car that it is a huge gamble..some people may have no issues with it but others will.. it all depends on the lay of the land and roads.

Vehicle Snapshot

Thanks

M. Dabney Burnett

Sent from my iPhone

On May 26, 2023, at 3:08 PM, Customer Advocacy <Customers@subaru.com> wrote:

Dear

Margaret,

Thank you for contacting Subaru of America, Inc. We appreciate you taking time out of your day to contact us.

I was transferred the contact you made about your Outback and will be reviewing your file further. Which Subaru retailer have you taken your vehicle to regarding the concerns you have been experiencing?

Thank you for the opportunity to be of assistance.

Sincerely,

Kris Drechsel

Subaru of America

Customer Advocacy Department

(856) 438-2826

Email

Last Name Burnett

Owner Kristopher Drechsel

Date Created 5/30/2023 9:01 AM

First Name Margaret

To Email Address dabney137@yahoo.com;

Date Sent 5/30/2023 9:01 AM

Status Sent

From Email customers@subaru.com

Subject Re: [Case # 230525-2001249]

Email Body

Dear

Margaret,

Thank you for sharing this information. I will investigate this further with Terry Subaru. I will reconnect with you after this occurs and I have information I can share. I will update you again by the end of business, 5:00 p.m. eastern, on June 2nd.

Sincerely,

Kris Drechsel

Subaru of America

Customer Advocacy Department

(856) 438-2826----- Original Message -----

From: Margaret Burnett <dabney137@yahoo.com>;

Received: Sat May 27 2023 13:53:06 GMT-0400 (Eastern Daylight Time)

To: Customer Advocacy <customers@subaru.com>; customers@subaru.com <customers@subaru.com>;

Subject: Re: [Case # 230525-2001249]

CAUTION: This email has originated from outside of SOA. Do not click on links or open attachments unless you recognize the sender and

Vehicle Snapshot

know the content is safe. I took my vehicle to Terry Subaru in Lynchburg va. I have filed a previous claim over the same issue. Terry told me at the time of my original complaint that the traction control issue was something that they were already aware of. They said they were waiting for a software upgrade to correct the issue. They claimed it is an "overly sensitive YAW sensor". They were aware of another owner who brought their vehicle in with the same concern.

They also stated that the issue has been corrected in the 2023 model. However, after all this was said, they had a regional safety expert come and assess the car. He deemed it a "normal function of the vehicle" and the issue was immediately swept under the rug. I am a small population of customers that lives in a geographic location that creates the perfect storm for what I experience on my daily drive. The curves that trigger are not sharp and are traveled slowly. It's really frustrating that it is considered normal because it happens so frequently on my drive into town. One of my final communications with the advocacy team was to turn off the eyesight when on those curves but that would require my eyesight to be off during my entire 30 min commute bc it happens on multiple curves. That is not acceptable or safe advice in my opinion. An eyesight issue was never mentioned to me by the dealership or the safety expert. Terry Subaru is aware and acknowledges that it is a valid concern but they have said Subaru will not listen to them and it is up to the customer to advocate for themselves. I love the car in every other way but I am at the point where it needs to be fixed or I can't drive it anymore. I have definitely warned everyone I know who asks if I like my car that it is a huge gamble..some people may have no issues with it but others will.. it all depends on the lay of the land and roads.

Thanks
M. Dabney Burnett

Sent from my iPhone

On May 26, 2023, at 3:08 PM, Customer Advocacy <Customers@subaru.com> wrote:

Dear
Margaret,

Thank you for contacting Subaru of America, Inc. We appreciate you taking time out of your day to contact us.
I was transferred the contact you made about your Outback and will be reviewing your file further. Which Subaru retailer have you taken your vehicle to regarding the concerns you have been experiencing?

Thank you for the opportunity to be of assistance.

Sincerely,
Kris Drechsel

Subaru of America
Customer Advocacy Department
(856) 438-2826

Email

Last Name Burnett

Owner Kristopher Drechsel

Date Created 6/6/2023 4:25 PM

Vehicle Snapshot

First Name Margaret

To Email Address customers@subaru.com;customers@subaru.com;

Date Sent

Status Received

From Email dabney137@yahoo.com

Subject Re: [Case # 230525-2001249]

Email Body

CAUTION: This email has originated from outside of SOA. Do not click on links or open attachments unless you recognize the sender and know the content is safe. Just following up on my case. Do you have any answers regarding the "over sensitive" YAW sensor causing my traction control to trigger? Or any information about future updates to correct the issue?

Thanks

Dabney Burnett

Sent from my iPhone

On May 27, 2023, at 1:52 PM, dabney burnett <dabney137@yahoo.com> wrote:

I took my vehicle to Terry Subaru in Lynchburg va. I have filed a previous claim over the same issue. Terry told me at the time of my original complaint that the traction control issue was something that they were already aware of. They said they were waiting for a software upgrade to correct the issue. They claimed it is an "overly sensitive YAW sensor". They were aware of another owner who brought their vehicle in with the same concern.

They also stated that the issue has been corrected in the 2023 model. However, after all this was said, they had a regional safety expert come and assess the car. He deemed it a "normal function of the vehicle" and the issue was immediately swept under the rug. I am a small population of customers that lives in a geographic location that creates the perfect storm for what I experience on my daily drive. The curves that trigger are not sharp and are traveled slowly. It's really frustrating that it is considered normal because it happens so frequently on my drive into town. One of my final communications with the advocacy team was to turn off the eyesight when on those curves but that would require my eyesight to be off during my entire 30 min commute bc it happens on multiple curves. That is not acceptable or safe advice in my opinion. An eyesight issue was never mentioned to me by the dealership or the safety expert. Terry Subaru is aware and acknowledges that it is a valid concern but they have said Subaru will not listen to them and it is up to the customer to advocate for themselves. I love the car in every other way but I am at the point where it needs to be fixed or I can't drive it anymore. I have definitely warned everyone I know who asks if I like my car that it is a huge gamble..some people may have no issues with it but others will.. it all depends on the lay of the land and roads.

Thanks

M. Dabney Burnett

Sent from my iPhone

On May 26, 2023, at 3:08 PM, Customer Advocacy <Customers@subaru.com> wrote:

Dear

Margaret,

Thank you for contacting Subaru of America, Inc. We appreciate you taking time out of your day to contact us.

I was transferred the contact you made about your Outback and will be reviewing your file further. Which Subaru retailer have you taken your vehicle to regarding the concerns you have been experiencing?

Thank you for the opportunity to be of assistance.

Sincerely,

Kris Drechsel

Vehicle Snapshot

Subaru of America
Customer Advocacy Department
(856) 438-2826

Email

Last Name Burnett

Owner Kristopher Drechsel

First Name Margaret

To Email Address dabney137@yahoo.com;

Status Sent

From Email customers@subaru.com

Email Body

Date Created 6/7/2023 4:31 PM

Date Sent 6/7/2023 4:32 PM

Subject Re: [Case # 230525-2001249]

Dear
Margaret

Thank you for your patience while I investigated this. I talked to Terry Subaru about the service visit that was previously completed. Service confirmed that the VDC in your vehicle is operating as intended. The service department of your local Subaru retailer will only make a repair recommendation if a non-conformity is determined, or a concern is duplicated. Your message and vehicle feedback has been documented in our database.

We document such information to continually track, review and consider the performance of Subaru products and services, always with the intentions of improving as an organization.

Sincerely,

Kris Drechsel

Subaru of America
Customer Advocacy Department
(856) 438-2826----- Original Message -----

From: Margaret Burnett <dabney137@yahoo.com>;

Received: Tue Jun 06 2023 16:25:47 GMT-0400 (Eastern Daylight Time)

To: Customer Advocacy <customers@subaru.com>; customers@subaru.com <customers@subaru.com>;

Subject: Re: [Case # 230525-2001249]

CAUTION: This email has originated from outside of SOA. Do not click on links or open attachments unless you recognize the sender and know the content is safe. Just following up on my case. Do you have any answers regarding the "over sensitive" YAW sensor causing my traction control to trigger? Or any information about future updates to correct the issue?

Thanks

Dabney Burnett

Sent from my iPhone

Vehicle Snapshot

On May 27, 2023, at 1:52 PM, dabney burnett <dabney137@yahoo.com> wrote:

I took my vehicle to Terry Subaru in Lynchburg va. I have filed a previous claim over the same issue. Terry told me at the time of my original complaint that the traction control issue was something that they were already aware of. They said they were waiting for a software upgrade to correct the issue. They claimed it is an "overly sensitive YAW sensor". They were aware of another owner who brought their vehicle in with the same concern.

They also stated that the issue has been corrected in the 2023 model. However, after all this was said, they had a regional safety expert come and assess the car. He deemed it a "normal function of the vehicle" and the issue was immediately swept under the rug. I am a small population of customers that lives in a geographic location that creates the perfect storm for what I experience on my daily drive. The curves that trigger are not sharp and are traveled slowly. It's really frustrating that it is considered normal because it happens so frequently on my drive into town. One of my final communications with the advocacy team was to turn off the eyesight when on those curves but that would require my eyesight to be off during my entire 30 min commute bc it happens on multiple curves. That is not acceptable or safe advice in my opinion. An eyesight issue was never mentioned to me by the dealership or the safety expert. Terry Subaru is aware and acknowledges that it is a valid concern but they have said Subaru will not listen to them and it is up to the customer to advocate for themselves. I love the car in every other way but I am at the point where it needs to be fixed or I can't drive it anymore. I have definitely warned everyone I know who asks if I like my car that it is a huge gamble..some people may have no issues with it but others will.. it all depends on the lay of the land and roads.

Thanks
M. Dabney Burnett

Sent from my iPhone

On May 26, 2023, at 3:08 PM, Customer Advocacy <Customers@subaru.com> wrote:

Dear
Margaret,

Thank you for contacting Subaru of America, Inc. We appreciate you taking time out of your day to contact us.
I was transferred the contact you made about your Outback and will be reviewing your file further. Which Subaru retailer have you taken your vehicle to regarding the concerns you have been experiencing?

Thank you for the opportunity to be of assistance.

Sincerely,
Kris Drechsel

Subaru of America
Customer Advocacy Department
(856) 438-2826

Vehicle Snapshot

Email

Last Name Burnett

Owner Kristopher Drechsel

Date Created 6/8/2023 5:12 PM

First Name Margaret

To Email Address customers@subaru.com;

Date Sent

Status Received

From Email dabney137@yahoo.com

Subject Re: [Case # 230525-2001249]

Email Body

CAUTION: This email has originated from outside of SOA. Do not click on links or open attachments unless you recognize the sender and know the content is safe. I don't understand because I was told it was an over sensitive YAW sensor and the issue had been corrected in the 2023 model. I have driven 3 Subarus prior to my wilderness and never experienced the vdc slipping... I am sooo disappointed in Subaru and the way the issue has been brushed under the rug. It is a flaw in the design and should be acknowledged. I wish someone would drive with me to the grocery store...no one would agree that it is normal...Do better..

Sent from my iPhone

On Jun 7, 2023, at 4:32 PM, Customer Advocacy <Customers@subaru.com> wrote:

Dear

Margaret

Thank you for your patience while I investigated this. I talked to Terry Subaru about the service visit that was previously completed. Service confirmed that the VDC in your vehicle is operating as intended. The service department of your local Subaru retailer will only make a repair recommendation if a non-conformity is determined, or a concern is duplicated. Your message and vehicle feedback has been documented in our database.

We document such information to continually track, review and consider the performance of Subaru products and services, always with the intentions of improving as an organization.

Sincerely,

Kris Drechsel

Subaru of America

Customer Advocacy Department

(856) 438-2826----- Original Message -----

From: Margaret Burnett <dabney137@yahoo.com>;

Received: Tue Jun 06 2023 16:25:47 GMT-0400 (Eastern Daylight Time)

To: Customer Advocacy <customers@subaru.com>; customers@subaru.com <customers@subaru.com>;

Subject: Re: [Case # 230525-2001249]

CAUTION: This email has originated from outside of SOA. Do not click on links or open attachments unless you recognize the sender and know the content is safe. Just following up on my case. Do you have any answers regarding the "over sensitive" YAW sensor causing my traction control to trigger? Or any information about future updates to correct the issue?

Thanks

Dabney Burnett

Vehicle Snapshot

Sent from my iPhone

On May 27, 2023, at 1:52 PM, dabney burnett <dabney137@yahoo.com> wrote:

I took my vehicle to Terry Subaru in Lynchburg va. I have filed a previous claim over the same issue. Terry told me at the time of my original complaint that the traction control issue was something that they were already aware of. They said they were waiting for a software upgrade to correct the issue. They claimed it is an "overly sensitive YAW sensor". They were aware of another owner who brought their vehicle in with the same concern.

They also stated that the issue has been corrected in the 2023 model. However, after all this was said, they had a regional safety expert come and assess the car. He deemed it a "normal function of the vehicle" and the issue was immediately swept under the rug. I am a small population of customers that lives in a geographic location that creates the perfect storm for what I experience on my daily drive. The curves that trigger are not sharp and are traveled slowly. It's really frustrating that it is considered normal because it happens so frequently on my drive into town. One of my final communications with the advocacy team was to turn off the eyesight when on those curves but that would require my eyesight to be off during my entire 30 min commute bc it happens on multiple curves. That is not acceptable or safe advice in my opinion. An eyesight issue was never mentioned to me by the dealership or the safety expert. Terry Subaru is aware and acknowledges that it is a valid concern but they have said Subaru will not listen to them and it is up to the customer to advocate for themselves. I love the car in every other way but I am at the point where it needs to be fixed or I can't drive it anymore. I have definitely warned everyone I know who asks if I like my car that it is a huge gamble..some people may have no issues with it but others will.. it all depends on the lay of the land and roads.

Thanks

M. Dabney Burnett

Sent from my iPhone

On May 26, 2023, at 3:08 PM, Customer Advocacy <Customers@subaru.com> wrote:

Dear

Margaret,

Thank you for contacting Subaru of America, Inc. We appreciate you taking time out of your day to contact us.

I was transferred the contact you made about your Outback and will be reviewing your file further. Which Subaru retailer have you taken your vehicle to regarding the concerns you have been experiencing?

Thank you for the opportunity to be of assistance.

Sincerely,

Kris Drechsel

Subaru of America
Customer Advocacy Department
(856) 438-2826

Vehicle Snapshot

Phone Call

Subject Call to Retailer **Created On** 5/31/2023 1:28 PM
Call Type Retailer **Direction** Outgoing
Description I spoke to Chase in service (I asked for SM). I learned that the customer came in on October 25th with a complaint about traction control activating when driving on a winding road. The technician test drove the vehicle and duplicated the customer concern. Further evaluation determined that the VDC slip light is intended to activate in this scenario. This activation is a normal operating characteristic. The retailers DQSM said that feedback about the VDC has been shared. There are no plans to modify or change the characteristics of the system.

Vehicle Snapshot

VIN: N3234540

CAD Case

**SUBARU.**

Information

Case #: 240708-2001907

Status

Source Phone

Created Date 7/8/2024 4:20 PM

Created By Alec Laboski

Last Modified Date 7/8/2024 4:25 PM

Last Modified By Dynamics Dynamics Application

Last Name Burnett

First Name Margaret

Primary Phone

Case Owner Alec Laboski

Closed By Alec Laboski

Description

VIN N3234540

Year

Model

Case Mileage

Manufactured 4/14/2022

Retailer # 550501

Retailer Name SOA EXECUTIVE DEPARTMENT

Region 550

Zone 00

District 00

Address

Primary Address 2259 Waugh Switch Rd

Created By CRM Inbound Prod

City Big Island

Created Date 5/5/2022 11:04 AM

State VA

Zip Code 24526-3293

Last Modified By Cleanse Application PROD

Last Modified Date 7/22/2022 5:51 AM

Case Topic

Type Other Accessory

Last Modified Date 7/8/2024 4:24 PM

Created Date 7/8/2024 4:24 PM

Area Vehicle

Last Modified By Alec Laboski

Created By Alec Laboski

Sub-Area Accessories

TREAD Structure

Note

Date Created 7/8/2024 4:21 PM

Created By Alec Laboski

Note

Email

Last Name Burnett

Owner Alec Laboski

Date Created 7/8/2024 4:21 PM

Vehicle Snapshot

First Name Margaret

Status Received

Email Body

To Email Address docs@subaru.com;

From Email alabos@subaru.com

Date Sent

Subject [240708-2001907]

From: Bennett, Beth <ebenne@subaru.com>
Sent: Monday, July 8, 2024 3:59 PM
To: Yacoub, Martina <MYacoub@subaru.com>
Cc: Laboski, Alec <alabos@subaru.com>; Carr, Gerilyn <gcar@SUBARU.com>; Sullivan, Andre <asul@subaru.com>
Subject: Complaint - Margaret Dabney Burnett v. SOA, et al.

Hi Martina,

Attached is a summons and complaint acknowledged this afternoon.

This is a Virginia matter.

I will forward to Laura Hooe's office for handling.

Thanks.

Beth BennettSenior Administrative Professional Legal Department856.488.3280 | ebenne@subaru.com Subaru of America, Inc. | One Subaru Drive | Camden, NJ 08103

Vehicle Snapshot

VIN:

Quality Monitoring Report



SUBARU